

# DELPROS PORTAL DASHBOARD – REGISTERED USERS

## Registering in DELPROS

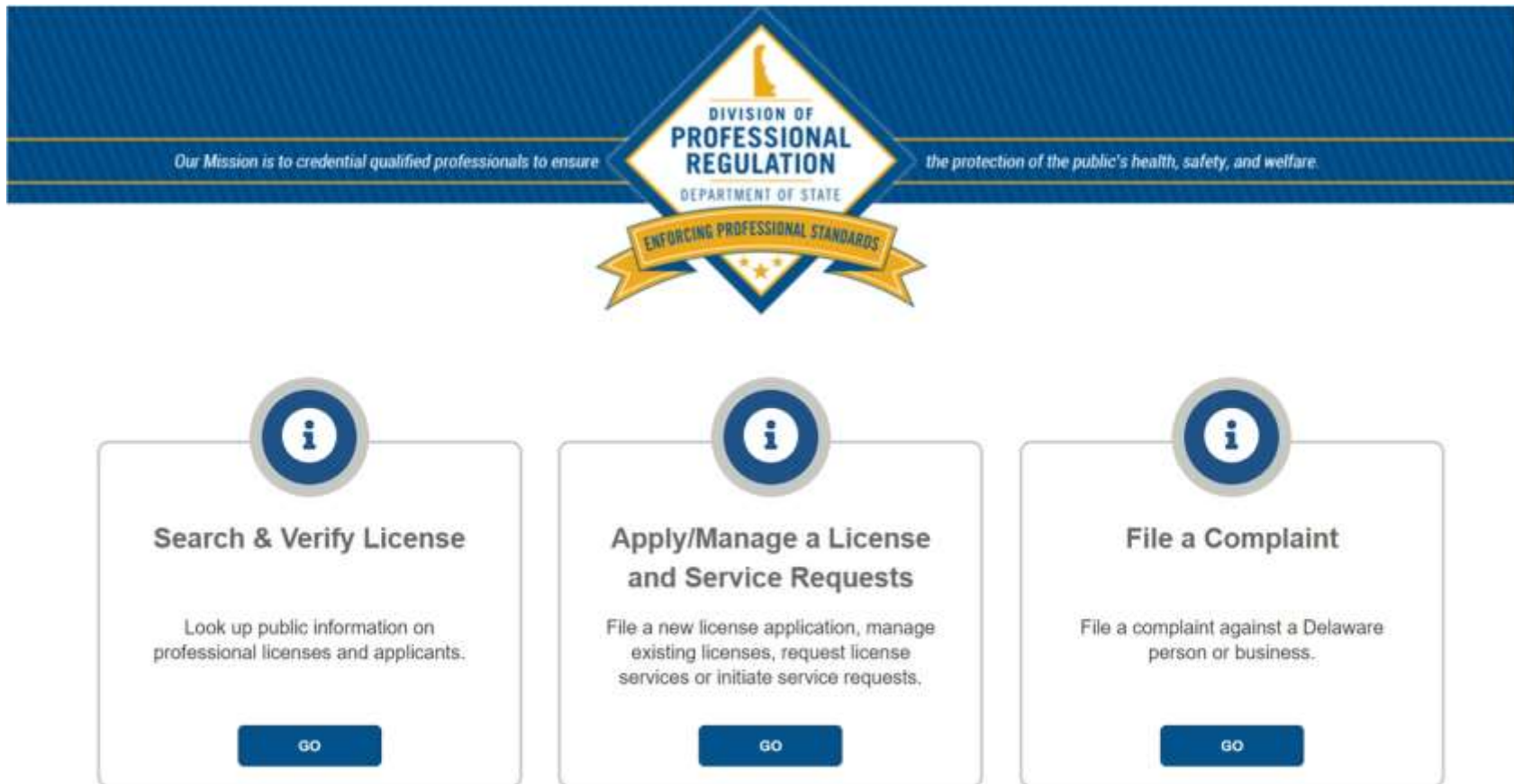
Quick Reference Guide

October 2020



# Welcome to the DELPROS Online Portal!

This DELPROS self help user guide will assist you in registering as a new user and navigation your DELPROS e-License Dashboard.



# DELPROS User Registration

This DELPROS self help user guide will assist you in registering as a new user and navigation your DELPROS e-License Dashboard.



## Search & Verify License

Look up public information on professional licenses and applicants.

GO



## Apply/Manage a License and Service Requests

File a new license application, manage existing licenses, request license services or initiate service requests.

GO



## File a Complaint

File a complaint against a Delaware person or business.

GO

1. Click the **GO** button.

# DELPROS User Registration

This section illustrates how to create a new user account in DELPROS.

Choose the option below that applies to you:

1. If you are already a registered user in DELPROS, login to your e-License Dashboard under **Existing Users**.

2. If you are **not** a registered user in DELPROS proceed to the next slide to register as New User.

# DELPROS User Registration

Complete the below steps to register as a new DELPROS user.

**New Users**

**Create a New Account**

Click REGISTER below to create a new DELPROS account.

**REGISTER**

1. If you have not yet created a DELPROS user account Click Register.

**Existing Users**

**Login**

Email \*

Password \*

**LOGIN**

[Forgot Username?](#) | [Forgot Password?](#)

# DELPROS User Registration

Complete the below steps to register as a new DELPROS user.

The screenshot shows the DELPROS User Registration page. At the top is a blue navigation bar with the logo on the left and links for HOME, LICENSE LOOK-UP, FILE A COMPLAINT, and LOG IN on the right. The main heading is "User Registration". Below it, the "INSTRUCTIONS" section reads: "READ ALL INSTRUCTIONS PRIOR TO ENTERING YOUR INFORMATION." followed by three paragraphs of guidance. The registration form is enclosed in a red border and contains several fields: First Name, Middle Name, Last Name, Suffix (a dropdown menu), Social Security Number, Date of Birth, Email, and Phone. A checkbox labeled "I don't have a Social Security Number" is next to the Social Security Number field. At the bottom of the form are two buttons: "PROCEED" and "EDIT". The "PROCEED" button is highlighted with a red box. Annotations include a blue callout box above the form stating "2. Follow instructions on the page and fill in the required applicable information about yourself." with an arrow pointing to the form, and another blue callout box below the form stating "3. Click the Proceed button." with an arrow pointing to the "PROCEED" button.

2. Follow instructions on the page and fill in the required applicable information about yourself.

**User Registration**

**INSTRUCTIONS**

READ ALL INSTRUCTIONS PRIOR TO ENTERING YOUR INFORMATION.

Enter the required information **as it appears on your license/application record (if applicable)** and click the Proceed button. Follow system prompts to complete your registration.

If you need to update the information provided, click the Edit button.

After updating the information, click the Proceed button.

**NOTE:** Effective 10/22/2020, the user registration process for DELPROS has changed and no longer requires a security code.

\* First Name

Middle Name

\* Last Name

Suffix

-None-

Social Security Number

☐ I don't have a Social Security Number

\* Date of Birth

\* Email

\* Phone

**PROCEED** **EDIT**

3. Click the **Proceed** button.

# DELPROS User Registration

If the information you enter does not match any user profile in DELPROS, the system will prompt you to enter a new password to complete your registration.

READ ALL INSTRUCTIONS PRIOR TO ENTERING YOUR INFORMATION.

Enter the required information **as it appears on your license/application record (if applicable)** and click the Proceed button. Follow system prompts to complete your registration.

If you need to update the information provided, click the Edit button.

After updating the information, click the Proceed button.

NOTE: Effective 10/22/2020, the user registration process for DELPROS has changed and no longer requires a security code.

* First Name	John	Middle Name	
Last Name	* Doe	Suffix	-None-
Social Security Number	999999999	<input type="checkbox"/> I don't have a Social Security Number	
Date of Birth	* 01/01/1990	Email	* new.user@gmail.com
Phone	* 3029999999	<input type="button" value="EDIT"/>	

Enter your password information to register. The email address you provided above will be your DELPROS username and the email for all future correspondence from the Division.

4. Enter the password you would like to use.

* Password	* Confirm Password
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Password must contain:


- ☐ More than 10 Characters
- ☐ 1 Uppercase Letter
- ☐ 1 Lowercase Letter
- ☐ 1 Number
- ☐ 1 Special Character (e.g. %&@#)

Password must not contain:

- ☐ User's First and/or Last Name

5. Confirm your password by re-entering it.

6. Click the **Submit** button.

<input type="checkbox"/> I'm not a robot	
<input type="button" value="SUBMIT"/>	

# DELPROS User Registration

If the information you enter matches a user profile already registered in DELPROS, your DELPROS login information will appear and you will be required to enter your password. If you forgot your password, click the Forgot Password button.

1. Enter your Password to login.

2. If you do not remember your Password, Click **Forgot Password** to have it reset.

The screenshot shows the 'User Registration' page with a blue header containing links: HOME, LICENSE LOOKUP, FILE A COMPLAINT, and LOGIN. The page title is 'User Registration' with a small logo. Below the title is the 'INSTRUCTIONS' section, which reads: 'READ ALL INSTRUCTIONS PRIOR TO ENTERING YOUR INFORMATION.' It then provides instructions on how to enter information, update it, and a note about a security code change effective 10/22/2020. The registration form includes fields for First Name (John), Middle Name, Last Name (Doe), Suffix (-None-), Social Security Number (999999999), Date of Birth (01/01/1990), Email (new.user@gmail.com), and Phone (3029999999). There is an 'EDIT' button. A red box highlights a message: 'A user record with the information provided above is already registered in the system. Below is your username. Enter your password and click Login to access your license(s).' Below this message is the login section with fields for Email (Username) (new.user@gmail.com) and Password (masked with dots). A red box highlights the Password field. Below the Password field is a 'LOGIN' button and a 'Forgot Password?' link, both highlighted with red boxes. Arrows from the text boxes on the left point to these elements: from the first text box to the registration form, from the second text box to the Password field, and from the third text box to the 'Forgot Password?' link.

**User Registration**

**INSTRUCTIONS**

READ ALL INSTRUCTIONS PRIOR TO ENTERING YOUR INFORMATION.

Enter the required information **as it appears on your license/application record (if applicable)** and click the Proceed button. Follow system prompts to complete your registration.

If you need to update the information provided, click the Edit button.

After updating the information, click the Proceed button.

**NOTE:** Effective 10/22/2020, the user registration process for DELPROS has changed and no longer requires a security code.

First Name: John

Middle Name:

Last Name: Doe

Suffix: -None-

Social Security Number: 999999999

☐ I don't have a Social Security Number

Date of Birth: 01/01/1990

Email: new.user@gmail.com

Phone: 3029999999

**EDIT**

A user record with the information provided above is already registered in the system. Below is your username. Enter your password and click Login to access your license(s).

Email (Username): new.user@gmail.com

Password: .....

**LOGIN**

**Forgot Password?**